



## CITY TENNIS FAQs

1. **Make Up Policy for Group Lessons.** Group lessons are scheduled year round with a week break between each session, allowing the instructor to make up missed classes. Generally missed classes will only be rescheduled when there is inclement weather or if the instructor has cancelled.
2. **Pro Rate Policy.** We do not pro rate classes. We will refund classes cancelled due to inclement weather or by the instructor that cannot be rescheduled.
3. **Cancellation Policy.** You can cancel a session up to the first day of class and receive a full refund.
4. **How do I qualify for the Resident Discount Fee?** You must provide proof in person that you reside within the city limits of Santa Barbara; staff will add that information to your account so that you can register online for activities in the future and receive the discount.
5. **How can I enroll my child in a class that is restricted to older players?** Online registration will not allow you to override the age restrictions set for each playing group. You must have permission from the instructor and the City Tennis Coordinator first; the Coordinator will then manually enroll your child.
6. **How do I know what level to enroll in?** You can observe a class to see if it would be an appropriate fit. Additionally after you've enrolled and attend the first class, a switch can be made into another class (space permitting) if you want to change. You can also go to the SCTA/USTA website for information on the NTRP self rating system.
7. **Youth Registration Forms.** We are required to have a parent's signature on a registration form for each class your child is enrolled in.
8. **Equipment.** Instructors generally have racquets that players can borrow during class until they purchase their own.
9. **Court Reservations & Permits.** Kids under 18 are not charged a permit fee. The courts at Municipal and Pershing Park are on a first come, first serve basis. Please observe posted playing times and rules. We do have reservations for large group such as leagues, tournaments, high school matches, lessons and programs. Reserved dates and times will be posted on the court gates. Pershing Park is a shared facility with SBCC and has use of the courts for classes Monday-Friday until 5pm.
10. **Tennis Lights.** Lights are available Monday-Friday. Pershing Park has eight courts with lights that will come on automatically from approximately 5pm until 9pm. NOTE: During the winter courts at Pershing Park can be damp, at which time the lights will be turned off. Municipal has twelve courts of which three have court lights. To activate court lights for one hour push button located on light pole. Additionally a red warning light will come on alerting players they have five minutes to reactivate lights or they will shut off.